

Applying for council housing in Birmingham

A guide for applicants

If you need assistance to understand this guide, please contact your local housing office or neighbourhood office.

Contact us

If you would like more information on Birmingham City Council's housing register, you can:

Write to us at: Birmingham City Council
Housing and Constituencies Directorate
Louisa Ryland House
44 Newhall Street
Birmingham B3 3PL

Call us on: 0121 303 1111

Minicom: 0121 303 2551

Who can apply for council housing?

Anyone aged 16 or over can apply to join the housing register. However some applicants will not be eligible for an allocation.

Applicants that may not be eligible for an allocation include:

- people under 16 years of age
- certain categories of people who are subject to immigration control, or other persons from abroad who are ineligible for an allocation under the instruction of the Secretary of State
- people guilty of serious unacceptable behaviour such as serious rent arrears, antisocial behaviour or any other serious breach of tenancy.

If we decide that you are not eligible for an allocation we will inform you by letter, stating the reasons why. You may request a review of this decision **within 21 days**.

Making an application for housing

Complete an application form

Please complete your housing application form and return it to one of the council's local housing or neighbourhood offices. If you need help to complete the form, we can arrange an appointment with a member of staff.

Housing application form

You can get a housing application form from any housing office or neighbourhood office or by calling 0121 303 4125. You can also download the form from Birmingham City Council's website www.birmingham.gov.uk/finding-a-home

It is very important that you complete this form as **accurately** and **thoroughly** as possible. We will use this information to work out your housing need. You also need to give us proof of your identity and your address, and details of anyone who lives with you.

The questions on the housing application form will help us assess your housing need, such as any medical conditions you have, or care or support needs. The form will ask for evidence of your needs. If you do not give us this information, it may take longer to deal with your housing application.

Property size and type

The council has fewer properties than in the past. This means we must make the best use of our properties. For this reason, we have guidelines about the size and type of property we normally offer people. These guidelines are published in Birmingham City Council's allocation scheme. Generally the size of the property we offer you is based on the number of people in your household. Houses are usually only offered to applicants with children in the household.

Sheltered accommodation

We manage sheltered housing accommodation across the city for people aged 50 and older. Many of these units have non-resident support officers, a community alarm and may have adaptations for those with mobility problems.

The schemes have different qualifying ages. You can get details of the schemes from the Older Persons Team or your local housing/ neighbourhood office.

Adapted properties

Some of our properties are adapted to meet the needs of applicants with disabilities. If you feel that you would benefit from a property with adaptations please contact your local housing/ neighbourhood office for further advice.

Homeless applicants

If you are homeless, and we have a legal duty to assist you, you need to be willing to live in different areas of Birmingham. This helps us to house you more quickly.

We will offer you a home options interview to discuss all your options.

More choice in Birmingham

Birmingham City Council has been developing choice based lettings to improve customer access to services.

Choice based lettings is a new way to let properties. It empowers the customer to make best use of the housing available. You choose which properties you would like to be considered for. Details of all available homes within our scheme are published every week. You can see what is available by logging on to **www.urbanchoice.org.uk**

Each home is advertised according to certain rules based on housing needs – things like the number of bedrooms you need, your age and number of people in your household.

You can bid for homes online, by text message, using our automated telephone system or by visiting the One Stop Property Shop or your local neighbourhood office.

After bids have closed, we shortlist the top six people who qualify and they are invited to attend a viewing with the landlord.

Registering your application

We aim to put you on the housing register within 10 working days of getting all the information we need.

We will write to you to tell you how many points you have been awarded.

Length of time on the housing register

How long you have to wait for us to offer you accommodation depends on several things. These include your level of housing need, property size and the availability of housing in the area you want to live in. All of these things can affect how long you are on the housing register.

Some areas of Birmingham have more vacant homes than others. There are more flats and maisonettes available than other types of homes.

There are also more people wanting council housing than there are homes available. This means that properties are normally offered to applicants with the greatest housing need, rather than how long they have been waiting on the housing register.

Assessing your points

As the council does not have enough homes to house everyone who wants one, we need a fair way of deciding who is in the most housing need. This is called prioritising applications. We do this by giving points for certain housing circumstances. The Government tells us in law, the types of things a council should give priority for. When we receive your application and all of the evidence required we will assess your housing need using all the information available to us.

The points system allows us to look at **all** of your housing needs. If you have more than one housing need, we will add all your points together. For example, if you are living in overcrowded conditions and have a medical condition, **both** these needs will count.

Once we have assessed your application, and added up all the points, you will be placed in a housing needs band from A to D. This banding gives you an idea of where you are on the housing register compared to others.

The leaflet **Birmingham City Council's allocation scheme: the main points** gives more detail about what we give points for.

Reduced points

Some people may have their points total reduced. This may happen if:

- they do not have a local connection with Birmingham
- the person has enough money to make other housing choices
- we have evidence that the person has behaved in an unacceptable way. For example, they may owe rent to us or another social landlord.

We will tell you if we have taken off any points. We will also tell you if you may be able to have the points back. For example, you could make regular payments to reduce your rent arrears, or improve the condition of your home. We look at your situation 12 months after we have decided to reduce your points. You have the right to ask that we review our decision to award you fewer points.

What happens if you do not agree with our assessment?

If you do not agree with our assessment, you can ask the council to review the decision. More details on your right to a review can be found in the leaflet ***Unhappy with the decision on your housing application?*** or on the Birmingham City Council's website www.birmingham.gov.uk/finding-a-home

Keeping us informed

It is very important that you tell us of any changes in your circumstances, such as moving home, someone in your household becoming pregnant or your health getting worse. Any changes may affect your points. Please ask for a change of circumstances form from your local housing or neighbourhood offices.

Reviewing your application

We will review your application every 12 months. We will write to you to check that you still want to be on the housing register and that your circumstances have not changed. Please make sure you return the reply slip to us. If you do not, we will close your application.

Storing information

The information you give in the housing application form is confidential and subject to the requirements of the Data Protection Act 1998. This personal data will be held and processed by Birmingham

City Council (BCC) to help assess your needs and, in particular, the provision of services for which you may be eligible.

Birmingham City Council requires the information on this form to process your application to join the housing register and will share the information with relevant housing associations if you are nominated to a property. If you become a tenant of Birmingham City Council, the information in this form will also be used for housing management purposes.

The personal details you give may also be shared with certain external agencies that help assess and/or give services, as part of any statutory duties requiring such a disclosure and to protect the public funds it collects and administers. Any data may be used to prevent fraud or the misuse of resources.

You may ask for a copy of your personal information by writing to the data protection officer:

**Housing and Constituencies Directorate
Level 1, Louisa Ryland House
44 Newhall Street
Birmingham B3 3PL**

Preventing fraud

We are committed to preventing and detecting all fraud. It is an offence under the Forgery and Counterfeiting Act 1981 to hold or present false documents such as birth certificates, passports, bank statements and so on, with a view to obtaining goods or services such as temporary accommodation or permanent housing from Birmingham City Council. If we detect fraud, we will take legal action against you.

Fair treatment

Birmingham City Council aims to make sure that everyone who applies for housing is treated fairly. We will treat everyone fairly, whatever their gender, race, sexual orientation, marital status, beliefs, religion, age, physical disability or appearance. Regular monitoring takes place to make sure that Birmingham City Council offers every one the same access to services.

Local housing offices

Bloomsbury

Telephone:	0121 464 1550
Fax:	0121 359 2608
Housing:	0121 464 1054
Rent Arrears/Antisocial Behaviour:	0121 464 1547
and	0121 464 1548
Postal address:	

**Bloomsbury Estate Management Board,
4 Medway Tower,
Cromwell Street, Nechells,
Birmingham, B7 5BD**

Edgbaston

Antisocial Behaviour Team:	0121 303 9728
Applications and Transfers Team:	0121 303 5245
Lettings Team:	0121 303 6716
Estate Management Team:	0121 303 9725
Rent Team:	0121 303 5951
Rent Team (Manor Close):	0121 303 5422
Repairs – MITIE:	0800 073 6688
Email:	edgbaston@birmingham.gov.uk
Postal address:	

**Housing Services, Edgbaston District, Stonebrook Offices,
Stonebrook Way, Weoley Castle, Birmingham, B29 5UT**

Erdington

Antisocial Behaviour Team:	0121 303 7048
Applications and Transfers Team:	0121 303 6520
Lettings Team:	0121 303 7062
Estate Management Team:	0121 303 7048
Rent Team:	0121 303 9261
Repairs – Inspace Partnership:	0800 073 3333
Email:	erdington@birmingham.gov.uk
Postal address:	

**Erdington District Housing Team, 599–603 College Road,
Kingstanding, Birmingham, B44 0AY**

Hall Green

(Hall Green and Moseley and Kings Heath wards)

Antisocial Behaviour Team: **0121 303 5400**

Applications and Transfers Team: **0121 303 4005**

Lettings Team: **0121 303 7551**

Estate Management Team: **0121 303 8905**

Rent Team: **0121 303 7559**

Repairs – MITIE: **0800 073 6688**

Email: **hallgreen@birmingham.gov.uk**

Postal address:

Housing Team, 29-33 The Fold, Kings Norton, Birmingham, B30 9BL

Hall Green (Kings Norton)

Estate Management Team: **0121 303 5416**

Rent Team (Manor Close): **0121 303 5422**

Repairs – MITIE: **0800 073 6688**

Email: **sellyoak@birmingham.gov.uk**

Postal address:

**Housing Team, 29-33 The Fold, Kings Norton,
Birmingham, B30 9BL**

Hall Green (Selly Oak)

Antisocial Behaviour Team:	0121 464 1199
Applications and Transfers Team:	0121 303 4005
Lettings Team:	0121 303 7551
Estate Management Team, Cotteridge:	0121 303 4197
Estate Management Team, Yardley Wood:	0121 303 8905
Rent Team:	0121 303 7559
Repairs – MITIE:	0800 073 6688
Email:	sellyoak@birmingham.gov.uk
Postal address:	

Housing Team, 29-33 The Fold, Kings Norton, Birmingham, B30 9BL

Hodge Hill

Antisocial Behaviour Team:	0121 303 7267
Applications and Transfers Team:	0121 303 1559
Lettings Team:	0121 303 1561
Estate Management Team:	0121 303 7250
Rent Team:	0121 303 1563
Repairs – Inspace Partnership:	0800 073 3333
Email:	hodgehill@birmingham.gov.uk
Postal address:	

**Hodge Hill Housing Team, The Mirfield Centre, off Scholars Gate,
Lea Village, Birmingham, B33 0DL**

Ladywood East

Antisocial Behaviour Team: **0121 303 1893**
Applications and Transfers Team: **0121 303 5668** or **0121 303 0443**
Lettings Team: **0121 675 1396**
Estate Management Team: **0121 303 5667**
Rent Team: **0121 303 0410**
Repairs – Inspace Partnership: **0800 073 3333**
Email: **ladywood@birmingham.gov.uk**
Postal address:

**Ladywood East District Housing Team, 1st Floor, New Aston House,
Alma Street, Newtown, Birmingham, B19 2RL**

Ladywood West

Antisocial Behaviour Team: **0121 303 1893**
Applications and Transfers Team: **0121 303 5668** or **0121 303 0443**
Lettings Team: **0121 303 1394**
Estate Management Team: **0121 303 0419** or **0121 303 0404**
Rent Team: **0121 303 0410**
Repairs – Inspace Partnership: **0800 073 3333**
Email: **ladywood@birmingham.gov.uk**
Postal address:

**Ladywood West District Housing Team, 1st Floor, New Aston House,
Alma Street, Newtown, Birmingham, B19 2RL**

Northfield

Antisocial Behaviour Team:	0121 464 4700
Applications and Transfers Team:	0121 464 5607
Lettings Team:	0121 464 5606
Estate Management Team:	0121 464 7297
Rent Team:	0121 464 8227
Repairs Inspace MITIE:	0800 073 6688
Email:	northfield.housing@birmingham.gov.uk
Postal address:	

**Northfield District Housing Team, First Floor,
Northfield Neighbourhood Office, Northfield, Birmingham, B31 1PG**

Perry Barr

Antisocial Behaviour Team:	0121 303 6525
Applications and Transfers Team:	0121 303 6520
Lettings Team:	0121 303 7062
Estate Management Team:	0121 303 6525
Rent Team:	0121 303 5402
Repairs – Inspace Partnership:	0800 073 3333
Email:	perrybarr@birmingham.gov.uk
Postal address:	

**Perry Barr District Housing Team, Tamebridge House, Level 3,
Aldridge Road, Birmingham, B42 2TZ**

Sutton Coldfield

Antisocial Behaviour Team:	0121 303 5485
Applications and Transfers Team:	0121 303 6520
Lettings Team:	0121 303 7062
Estate Management Team:	0121 303 1442
Rent Team:	0121 303 7030
Repairs Inspace Partnership:	0800 073 3333
Email:	sutton.housing@birmingham.gov.uk
Postal address:	

**Sutton Coldfield Housing Team, The Council House,
King Edward Square, Sutton Coldfield, B73 6AN**

Yardley

Antisocial Behaviour Team:	0121 303 7267
Applications and Transfers Team:	0121 303 1495
Lettings Team:	0121 303 1561
Estate Management Team:	0121 303 7250
Rent Team:	0121 303 6953 or 0121 303 4085
Rent Team (Stockfield Community Association):	0121 303 5054
Repairs – Mears:	0800 073 3333
Email:	yardleydistrict@birmingham.gov.uk
Postal address:	

**Yardley Housing Team, Bierton Road, Yardley,
Birmingham, B25 8PR**

Neighbourhood offices

Acocks Green

Telephone: **0121 303 0596**
Fax: **0121 464 2706**
Email: **adviceline@birmingham.gov.uk**
Postal address:
3 Botteville Road, Acocks Green, Birmingham, B27 7YE

Bartley Green

Telephone: **0121 303 5250**
Fax: **0121 303 5240**
Email: **adviceline@birmingham.gov.uk**
Postal address:
Monmouth Road, Bartley Green, Birmingham B32 3LX

Birchfield

Telephone: **0121 303 6500**
Fax: **0121 303 4934**
Email: **adviceline@birmingham.gov.uk**
Postal address:
3 Trinity Road, Aston, Birmingham, B6 6AH

Bromford

Telephone: 0121 303 7300
Fax: 0121 303 7310
Email: adviceline@birmingham.gov.uk
Postal address:
Cameronian Croft, Bromford, Birmingham B36 8UB

Castle Vale

Telephone: 0121 675 4829
Fax: 0121 675 2986
Email: adviceline@birmingham.gov.uk
Postal address:
**Community Campus, Spitfire House, 10 High Street, Castle Vale,
Birmingham B35 7PR**

Cotteridge

Telephone: 0121 303 4950
Fax: 0121 303 4853
Email: adviceline@birmingham.gov.uk
Postal address:
9 Pershore Road South, Cotteridge, Birmingham B30 3EE

Druids Heath

Telephone: 0121 303 7111

Fax: 0121 675 8768

Email: adviceline@birmingham.gov.uk

Postal address:

**Druids Heath Library, Idmiston Croft, Druids Heath,
Birmingham B14 5NJ**

Edgbaston

Telephone: 0121 303 4988

Fax: 0121 303 4827

Email: adviceline@birmingham.gov.uk

Postal address:

21 Tylney Close, Edgbaston, Birmingham, B5 7ND

Erdington

Telephone: 0121 303 0820

Fax: 0121 303 4486

Email: adviceline@birmingham.gov.uk

Postal address:

Civic House, 101 Sutton New Road, Erdington, Birmingham, B23 6RE

Frankley

Telephone: **0121 303 7111**
Email: **adviceline@birmingham.gov.uk**
Postal address:
Frankley Community Library, New Street, Frankley, B45 0EU

Handsworth

Telephone: **0121 303 5317**
Fax: **0121 303 5306**
Email: **adviceline@birmingham.gov.uk**
Postal address:
12 Dawson Road, Handsworth, Birmingham, B21 9HS

Handsworth Wood

Telephone: **0121 464 4237**
Email: **adviceline@birmingham.gov.uk**
Postal address:
13 College Road, Handsworth, Birmingham, B20 2HU

Hawkesley

Telephone: 0121 303 2173
Fax: 0121 303 5025
Email: adviceline@birmingham.gov.uk
Postal address:
50 Hawkesley Square, Kings Norton, Birmingham, B38 9TU

Kings Heath

Telephone: 0121 303 5009
Fax: 0121 303 5005
Email: adviceline@birmingham.gov.uk
Postal address:
38 Silver Street, Kings Heath, Birmingham, B14 7QU

Kingstanding

Telephone: 0121 303 7733
Fax: 0121 303 7743
Email: adviceline@birmingham.gov.uk
Postal address:
20 Rough Road, Kingstanding, Birmingham, B44 0UY

Ladywood

Telephone: **0121 464 0567**

Fax: **0121 303 0427**

Email: **adviceline@birmingham.gov.uk**

Postal address:

**St Vincent Street West, Botany Walk, Ladywood,
Birmingham, B16 8ED**

Newtown

Telephone: **0121 303 5649**

Fax: **0121 303 5655**

Email: **adviceline@birmingham.gov.uk**

Postal address:

**New Aston House, Newtown Shopping Centre, Newtown,
Birmingham B19 2SW**

Northfield

Telephone: **0121 464 7850**

Fax: **0121 303 7867**

Email: **adviceline@birmingham.gov.uk**

Postal address:

1a Vineyard Road, Northfield, Birmingham, B31 1PG

Perry Beeches

Telephone: **0121 303 0390**

Fax: **0121 303 1022**

Email: **adviceline@birmingham.gov.uk**

Postal address:

174 Beeches Road, Perry Barr, Birmingham, B42 2HN

Perry Common

Telephone: **0121 303 1880**

Fax: **0121 303 4867**

Email: **adviceline@birmingham.gov.uk**

Postal address:

599 College Road, Kingstanding, Birmingham, B44 0AY

Quinton

Telephone: **0121 303 5500**

Fax: **0121 303 5520**

Email: **adviceline@birmingham.gov.uk**

Postal address:

**Four Dwellings Site, Quinton Road West, Quinton,
Birmingham, B32 2RJ**

Saltley

Telephone: **0121 303 1859**
Fax: **0121 303 1876**
Email: **adviceline@birmingham.gov.uk**
Postal address:
54 Highfield Road, Washwood Heath, Birmingham, B8 3QU

Shard End

Telephone: **0121 303 5859**
Fax: **0121 303 2958**
Email: **adviceline@birmingham.gov.uk**
Postal address:
Shustoke Road, Shard End, Birmingham, B34 7BB

Small Heath

Telephone: **0121 303 8929**
Fax: **0121 303 8925**
Email: **adviceline@birmingham.gov.uk**
Postal address:
349 Coventry Road, Small Heath, Birmingham, B10 0SN

Sparkbrook

Telephone: **0121 303 3445** and **0121 303 9110**
Fax: **0121 303 0427**
Email: **advice@birmingham.gov.uk**
Postal address:
**Greencoat House, 261 Stratford Road, Sparkbrook,
Birmingham, B11 1QS**

Sparkhill

Telephone: **0121 303 0722**
Fax: **0121 303 0721**
Email: **advice@birmingham.gov.uk**
Postal address:
641 Stratford Road, Sparkhill, Birmingham, B11 4DY

Stechford

Telephone: **0121 303 1487**
Fax: **0121 303 1483**
Email: **advice@birmingham.gov.uk**
Postal address:
189 Meadway, Kents Moat, Birmingham, B33 8NB

Sutton Coldfield

Telephone: **0121 303 1439**
Fax: **0121 303 1438**
Email: **adviceline@birmingham.gov.uk**
Postal address:
Sutton Coldfield Council House, King Edwards Square, B73 6AN

Wardlow Road Refugee Centre

Telephone: **0121 464 3555**
Fax: **0121 464 2998**
Email: **adviceline@birmingham.gov.uk**
Postal address:
Wardlow Road, Nechells, Birmingham, B7 4JH

Yardley Wood

Telephone: **0121 303 7534**
Fax: **0121 303 1671**
Email: **adviceline@birmingham.gov.uk**
Postal address:
201 School Road, Yardley Wood, Birmingham, B14 4ER

This is important. If you do not understand this leaflet then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقرابك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন একজন আপনাদের একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাফাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوندان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

આ બાબત અગત્યની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સહાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી કુલાધિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਓਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

داہر مهم معلومات دی۔ کہ تاسی پہ دی سند نہ پوہیری نومہربانی و کپری دخیل یوملگری یا خچلوان نہ چه پہ انگریزی ژبه خبری کولای شی غوستنه و کپری چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونو ترجمان برابر کپو چه ستاسی سره ککنه و کپری.

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaminaynaa Turjubaan.

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہنے کہ وہ آپ کی جانب سے آپ کے مقامی نمبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کریں گے۔

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

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